

Learn & Serve Hispanic Healthcare Pilot Program

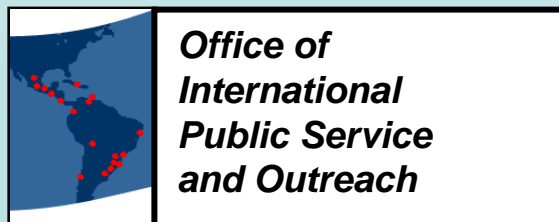
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Learn & Serve Hispanic Healthcare Pilot Program Justification

- In 2004, 35.3 million Latinos resided in the United States, and 616,935 Hispanic residents lived in Georgia (6.8 % of the population).
- Clarke County has one of the fastest growing Hispanic populations in the state, and currently is home to an estimated 12,000-15,000 Latinos, approximately 8.3 % of the population.
- This new population has a growing need for healthcare, but many obstacles stand in their way.

Access to Healthcare Issues

While some Americans have ready access to healthcare, others face barriers that make the acquisition of basic health services difficult. The **National Disparities Report (2005)** cited **three** discrete steps to obtaining access to quality care. They include:

- Gaining entry into the healthcare system;
- Gaining access to needed services; and
- Finding providers who can meet patients' needs and with whom patients can develop a relationship of mutual communication and trust.

Other access to healthcare issues include:

- Hispanics of every income and education level are less likely to have a **primary care provider**;
- **English Proficiency** can impact access to healthcare in the Latino community. Derosé and Baker (2000) concluded that Latinos with fair or poor English proficiency reported approximately 22 percent fewer physician visits than Latinos with greater English proficiency.
- Use of healthcare services is impacted by the availability of bilingual physicians, nurses, and dentists.
- Local hospitals and other offices may not have bilingual receptionists or culturally competent staff.

Latinos in the South encounter additional cultural barriers to healthcare services. These include:

- Lack of 911 services in Spanish;
- Refusal to serve non-English-speaking Latinos unless the patients provide their own interpretation services (Atilas and Bohon 2002, p. 35); and
- Lack of transportation, public or private, limits access to healthcare.
- All of these factors contributed to the need for the Learn & Serve Hispanic Pilot Program in Athens-Clarke County, GA.

Learn & Serve Hispanic Healthcare Pilot Program

- This presentation is a case study of a service-learning project to provide healthcare information to the Latino community in Athens, GA through a coordinated program of healthcare seminars.
- Graduate interns, practicum students and volunteers organized the seminar series in cooperation with Athens Regional Medical Center and the Athens-Clarke County Public Library's Community Learning Center, located in a primarily Hispanic community.

Learn & Serve Hispanic Healthcare Pilot Program

- GOAL

- The **goal** of the project was to bring practical healthcare information to the Latino community and to provide a service-learning environment for UGA students.
- **Access to healthcare information** in Athens-Clarke county became the critical project focus.

Objectives:

The three primary objectives of this program were to:

- Improve healthcare outreach to the Latino community in Athens-Clarke County through a series of healthcare seminars;
- Provide a service-learning environment for University of Georgia students within healthcare fields and related disciplines; and
- Build a relationship between the University of Georgia and the surrounding Hispanic community through partnerships, volunteerism, and service-learning.

Local Perspective on Latino Healthcare in Athens-Clarke County

The healthcare pilot program initiative began with a series of articles in local and regional newspapers about needs in the Latino community.

- Generally, articles focused on lack of information, health insurance, and the high cost of emergency room services for the Latino community.
- In addition, the Athens Regional Medical Center's Midwifery Clinic became the central point for pre-natal, delivery and infant care because of the Latino immigrant community's cultural preferences and familiarity with similar services in rural Mexico.
- The Regional Medical Center also had an incentive to get medical information to the Latino community to reduce the use of the emergency room as a primary healthcare provider, thereby reducing costs of emergency room services for all patients.

Anticipated Benefits:

- The benefits of this program included improved Hispanic healthcare outreach, enhanced student learning opportunities for social workers and healthcare interns and practicum students and stronger campus-community partnerships.
- After a series of meetings with the Midwifery Clinic and the Oasis Católico Santa Rafaela, a local NGO serving the Latino community, the clinic agreed to provide medical professionals to speak to the community while International Public Service and Outreach (IPSO) decided to coordinate the seminars with UGA students.

Service-Learning and the Latino Community

Service-learning is a philosophy and methodology involving the application of academic skills to address or solve real-life needs in the community.

Components of service-learning include determination of:

- Community issues and needs to be addressed;
- Areas of the curriculum addressed in the project; and
- The role of students and collaborators in project conceptualization, development, and implementation of activities.

Service-Learning

- Service-learning, also referred to as “academically-based community service,” is participatory learning through organized service experiences that addresses community needs by way of a collaborative process between the school and community.
- Website:
<http://www.servicelearning.uga.edu/>

The Community Setting

The Pinewood Estates Mobile Home Community is a primarily Mexican community comprised of individuals from Michoacan State located in north Athens.

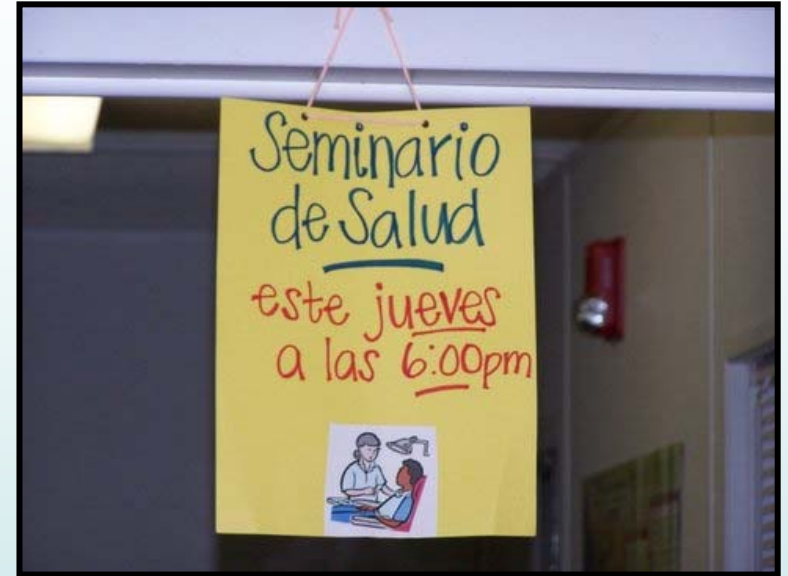
- **Characteristics:**
 - 225 mobile homes, various ages, primarily rented
 - Local community well water, not potable
 - Privately owned and operated septic system
 - Limited public transportation system

Insurance Coverage for Latinos

Discussions with Athens Regional Medical Center and other healthcare providers indicated that most adults living in the community did not have any form of health insurance due to cost or ineligibility related to legal status. However, through personal relationships with community members, student interns discovered that many children within the community are eligible for and do have Medicaid or PeachCare.

Partnership with the Public Library

- The partnership with the public library's Community Learning Center became critically important to the success of the program because it was located within the Latino community, thereby eliminating the transportation issues that often hamper outreach programs.
- The library had a bilingual staff of two who were well-respected in the community, which helped immensely with communications and program participation.
- The Learning Center, a double-wide classroom building, provided a neutral venue where all healthcare topics could be discussed and information made available to the community.



Learn & Serve Hispanic Healthcare Pilot Program Spring Semester 2006 Titles and Schedule of Seminars:

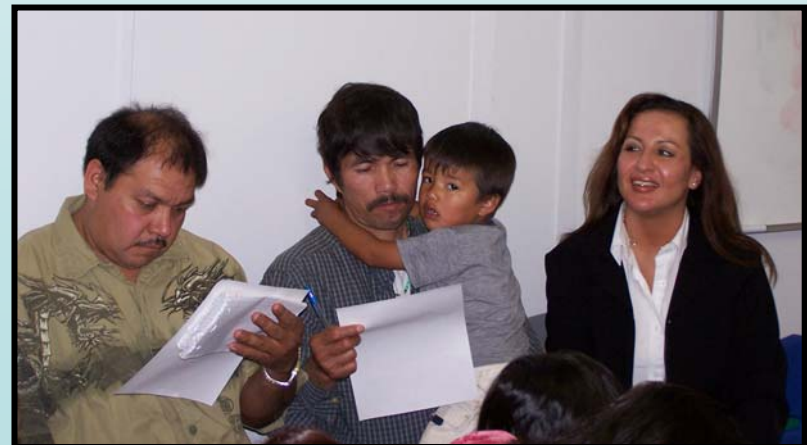


- I. **Dental Care and Oral Hygiene**, February 16, 2006, 6:00 to 7:00 p.m. To provide information on preventative oral hygiene and dental care for children and adults, as well as information on corrective dental care.
- II. **Diabetes and High Blood Pressure**, March 7, 2006, 6:00 to 7:00 p.m. To provide information on diagnosis, treatment, and prevention of diabetes and high blood pressure (hypertension).
- III. **Preparing for a Visit to the Doctor**, April 4, 2006, 6:00 to 7:00 p.m. To assist community members in getting the most out of health care visits by providing a list of factors to consider when seeing a healthcare provider, and preparation strategies for both themselves and their families.
- IV. **Worksite Safety Issues**, May 2, 2006, 6:00 to 7:00 p.m. To discuss proper worksite safety practices, particularly as they relate to factory work and other strenuous jobs.

Hispanic Healthcare Pilot Program Organization

IPSO, in conjunction with the Pinewood Estates Library Community Learning Center and Athens Regional Medical Center, organized and coordinated healthcare seminars on a regular basis for residents of the Pinewood Estates community.

- Student interns and practicum students from Department of Health Promotion and Behavior and volunteers contacted the speakers, organized audio-visual equipment, distributed fliers and announcements in the community and arranged for translation services.
- Service-learning was an integral part of the pilot program
- The healthcare seminars offered practical community service training to UGA students in the healthcare fields in 2006 and to international students from Mexico studying at UGA.



Higiene Bucal, Prevención y Cuidado Dental

Con la Dra. Rosanna Masciadri, de Uruguay



Hora: 6:00pm, jueves 16 de febrero, 2006

Lugar: Biblioteca Pinewood Estates

La Dra. Masciadri presentará información para la prevención y el cuidado dental así como la higiene bucal tanto para niños como para adultos.

Costo: ¡Gratuito!

Diabétes y Alta Presión

Presentado por:
El Centro de Educación para la
Diabétes
Y
El Centro Médico Regional de Athens

¡Gratis!



¡Traiga su aparato para medir el nivel de azúcar en la sangre, la enfermera le puede explicar cómo usarlo!

La enfermera dará información sobre el diagnóstico, tratamiento y prevención de la diabétes y explicará que relación existe entre la diabétes y la presión alta.
Esta información es importante para TODOS – ¡aunque no sufra de diabetes!

At the conclusion of each seminar, practicum students administered an evaluation questionnaire about the speaker's topic. The objectives of the evaluation process were to familiarize the participants with medical questionnaires and to determine the level of information retention.



Many healthcare providers also donated door prizes and informational packets about access to healthcare information in Athens-Clarke County. This provided tangible benefits to the participants in addition to the information they took away from the seminars.

Program Benefits and Outcomes:

- After three semesters, the program has reached over 250 families in the Pinewood Estates community.
- Undergraduate practicum students from the Department of Health Promotion and Behavior gained a service-learning experience through research, planning, and implementation of the seminars.
- UGA students also learned cross-cultural sensitivity during the seminars. They were able to understand the Latino immigrant community better, learn to appreciate cross-cultural issues, and how to organize an effective outreach program.
- Healthcare providers in Athens-Clarke County gained experience and became more comfortable working with the Latino community.
- Mexican graduate students attending UGA on a special US government program served as liaisons between the professional healthcare community and the Latino immigrant community, thus gaining valuable experience in U.S. outreach programs.
- The Latino community now has up-to-date information on where to find healthcare services, while the Library's Community Learning Center has become a recognized center of information for the community.



Lingering Issues

Access to healthcare for the Latino community remains problematic at best. The Georgia legislature passed a bill denying services to undocumented persons. A climate of uncertainty still prevails but progress has been made.

“Some Hispanic children eligible for Medicaid benefits aren’t getting the medical care they need because of a change in the way the state verifies their parents’ income, say healthcare providers and advocates for Hispanics.” (Lee Shearer, ***Athens Banner-Herald***, June 18, 2006, p. A1).

“Many of the [Hispanic] families are very afraid and confused....They’re not wanting to go to any government offices....They’re not sure they have the requirements for their children to remain eligible, so children are being dropped,” Dr. Diane Dunston, Athens Neighborhood Health Center (***Athens Banner-Herald***, June 18, 2006, p. A8).

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Local News

State: Prove you are poor
Hispanics face dilemma on health care for children

By Lee Shearer | [lee.shearer@onlineathens.com](#) | Story updated at 5:37 AM on Sunday, June 18, 2006

Some Hispanic children eligible for Medicaid benefits aren't getting the medical care they need because of a change in the way the state verifies their parents' income, say health care providers and advocates for Hispanics.

The change is creating a kind of Catch-22 situation for children born to noncitizen parents in the United States. Born here, the children are citizens and unlike their parents are eligible for benefits such as Medicaid, a federal-state program which provides health care for some low-income people.

But tougher rules on how parents must prove they are actually poor are knocking eligible children off the Medicaid rolls, said Sister Margarita Martin of Oasis Catolico, a mission in Athens' Pinewoods Mobile Home Park off U.S. Highway 29 North. The park has a large Hispanic population.

The new rule began Jan. 1, but only now are the effects showing up, as families go through a mandatory renewal process for Medicaid eligibility, said Sister Margarita.

Top, Maria, who is nine months pregnant, holds her son, Antonio, 1, at Pinewoods trailer park recently. Antonio, who was born in the United States, had a reaction to a pox vaccination, but Maria was about taking him to a doctor because she had the proper income documentation for the new state rules.

Raynor/Staff

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Diane Cebula/Staff

Attorneys from the Herman Taylor & Lee law firm answer legal questions Friday at Oasis Catolico Santa Rafaela, a Catholic mission off U.S. Highway 29. The law firm has offices in Roswell and Canton as well as in Mexico.

Local Hispanics fear state legislation

Thank You!

